



Housing Registrar



Registered agency:

SouthEast Housing Co-operative Ltd

Category of registration:

Housing provider (registered as at 21 November 2008)

Date of annual review:

14 January 2014 (incorporating 2012-13 annual reporting)

Performance against Performance Standards:

Governance	Met
Management of the Agency	Met
Probity	Met
Financial viability	Met
Risk management	Met
Tenancy management	Met
Housing management and maintenance	Met

Continuous Improvement:



Legislative compliance:

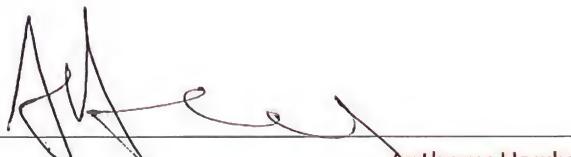


Performance improvement plan:

Develop succession plan for board members	March 2014
Improve vacant tenant turnaround times	June 2014

Engagement profile and plan:

Engagement profile	Low
Schedule of meetings	Next meeting September 2014



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Key performance measures summary

The information is a guide and importantly, should only be considered within the context of the attached annual review report.

KPM	SouthEast Housing Co-operative			Similar agencies
	2010-11	2011-12	2012-13	2012-13
1 Regular board meetings (%)	100	100	100	98.9
2 Active board members (%)	83.1	82.7	88.9	84.5
3 Business plan and budget approval finalised within reasonable timeframe	Yes	Yes	Yes	N/A
4 Staff turnover (%)	14.3	0	0	14.9
5 Senior staff turnover (%)	50	0	0	8.1
6 Turnaround time (VT) (days)	12	21	17	7
7 Void loss (VT) (%)	0.2	0.3	0.2	0.8
8 Rent outstanding from current tenants (%)	0.6	0.5	0.7	1
9 Arrears written off as bad debt (%)	0.1	0	0.1	0.8
10 Evictions (percentage of exits)	0	0	0	6.2
11 Tenancies maintained (%)	95.6	100	96.2	86
12 Current tenants owing more than 8 weeks (%)	0	0	0	1.2
13 Complaints from tenants/prospective tenants resolved within 30 days (%)	40	No complaints received	No complaints received	82.5
14 Tenants satisfaction – housing services (%)	79.3	89.4	90.8	92.2
15 Tenants satisfaction – consideration of views (%)	82.8	78.8	86.4	86.1
16 Urgent repairs resolved in 24 hours (%)	100	95.7	95.3	97.6
17 Non-urgent repairs resolved with 14 days (%)	100	98	97	96.1
18 Tenant satisfaction – maintenance (%)	69	81.8	84.9	85.7

Financial measures	SouthEast Housing Co-operative		
	2010-11	2011-12	2012-13
1 Current ratio (times)	3.3	3.7	4.9
2 Operating cash flow (\$)	258 900	308 000	331 000
3 Cash balance (\$)	475 600	545 900	843 700
4 Net assets (\$ millions)	3.16	3.41	3.67
5 Income to expense	1.21	1.23	1.21

DISCLAIMER

Financial and non-financial reporting submitted to the Housing Registrar will be used for the annual regulatory review of the registered housing associations and providers. In completing this review, the Housing Registrar places reliance on the completeness and accuracy of information supplied to us by the agency and other parties. The information is used to inform our approach to regulation and to identify possible non-compliance with the legislative requirements and gazetted performance standards for further investigation.

The review report, and financial and other reporting templates assist us in our statutory duty of regulation of registered housing agencies. Our review report presents conclusions that we have reached regarding the agency's compliance. The Housing Registrar accepts no liability whatsoever for the accuracy or completeness of any information or assessment contained in the review report. No third party may rely on its contents, but must make its own investigations or enquiries.

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